COMMUNICATION SKILLS

UNIT CODE: 0031 551 02A

TVET CDACC UNIT CODE: AGR/CU/AP/BC/02/5/MA

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

Duration of Unit: 40 hours

Unit Description

This unit covers the competencies required to apply communication skills. It involves applying communication channels, written, non-verbal, oral, and group communication skills.

Summary of Learning Outcomes

By the end of this unit, the learner should be able to:

S/No	Learning Outcomes	Duration (Hours)
1.	Apply communication channels	10
2.	Apply written communication skills	12
3.	Apply non-verbal skills	4
4.	Apply oral communication skills	4
5.	Apply group communication skills	10
Total		**40**

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Apply communication channels	1.1. Communication process 1.2. Principles of effective communication 1.3. Channels/medium/modes of	• Written assessment • Practical • Projects

Learning Outcome	Content	Suggested Assessment Methods
	communication 1.4. Factors to consider when selecting a channel of communication 1.5. Barriers to effective communication 1.6. Flow/patterns of communication 1.7. Sources of information 1.8. Organizational policies	• Third party report • Portfolio of evidence • Oral questions
2. Apply written communication skills	2.1. Types of written communication 2.2. Elements of communication 2.3. Organization requirements for written communication	• Written assessment • Practical • Projects • Third party report • Portfolio of evidence • Oral questions
3. Apply non-verbal communication skills	3.1. Utilize body language and 3.2. gestures 3.3. Apply body posture 3.4. Apply workplace dressing code	• Written assessment • Practical • Projects • Third party report • Portfolio of evidence • Oral questions

4. Apply oral communication skills	4.1. Types of oral communication pathways 4.2. Effective questioning techniques 4.3. Workplace etiquette 4.4. Active listening	• Written assessment • Practical • Projects • Third party report • Portfolio of evidence • Oral questions

Learning Outcome	Content	Suggested Assessment Methods
5. Apply group discussion skills	5.1. Establishing rapport 5.2. Facilitating resolution of issues 5.3. Developing action plans 5.4. Group organization techniques 5.5. Turn-taking techniques 5.6. Conflict resolution techniques 5.7. Team-work	• Written assessment • Practical • Projects • Third party report • Portfolio of evidence • Oral questions

Suggested Methods of Instruction

- Discussion
- Roleplaying
- Simulation
- Direct instruction
- Demonstration
- Field trips

Recommended Resources for 25 trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			

1.	Charts	• Flip Charts • Rules and Regulations	5	1:5
2.	Report Writing Templates	Printed copies and softcopies	25	1:1
3.	Assorted Markers	whiteboard markers and permanent	5	1:5

4.	Samples Of CVS	Printed copies and softcopies	5	1:5
5.	External Storage Media	Flash disks, Compass Disks; Re-Writable	1	1:25
6.	Smartboard/Smart TV (Where Applicable)	LCD or projector	20	1:25
B	**Learning Facilities & Infrastructure**			
7.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:25
8.	Workshop	(10* 15 sq. metres)	1	1:25
9.	Internet Connection	WI-FI, Dial-Up, Cable, Fixed-wireless,	1	1:25
C	**Consumable Materials**			
10.	Flashcards	Alphabet, Numbers, Math	25	1:1
11.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:5
D	**Tools And Equipment**			
12.	Computers/Laptops	Any model	1	1:25
13.	Projector	LED.LCD, Laser	1	1:25
14.	Printer	Inkjet, LaserJet	1	:25
15.	Computers Software:	• Windows/Linux/Macintosh Operating System • Microsoft Office Software • Google Workspace Account Antivirus Software	1	1:1
16.	Whiteboard	Glass, melamine, porcelain	1	1:25
17.	Mobile Phones	Smartphones	5	1:5